Symantec Licensing Portal and License Management User Guide

Symantec Licensing

Next ▶

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Introduction to the Symantec Licensing Portal

The Symantec Licensing Portal enables a user to register and activate newly purchased product licenses, process software version upgrade notifications and manage existing license data.

You can access the following Licensing Portal applications once you have created your account:

- **Get a License Key**—Enables a user to:
  - Register your newly purchased product(s)
  - Process Version Upgrade license notifications
  - Assign Technical Support contacts
  - Move licenses to a new host

- **Manage My Licenses**—Enables a user to:
  - Add License Information to your personalized License Catalog
  - Search for licenses in your License Catalog
  - View and edit individual license details including order, ownership, and deployment information
  - Define your own User-Defined Fields to customize how you track your licenses
  - Share license information with other Licensing Portal users
  - View limited License History information

- **Get Software**—Enables a user to access the FileConnect Software Download application to download enterprise products as soon as they are available, rather than waiting for physical product delivery.

- **Edit My Account**—Enables a user to view and update information about your Licensing Portal account.

The following applications are available based on contractual arrangements:

- **LK Web**

- **Enterprise Flex (E-Flex)**

Introduction to the Licensing Portal

Introduction to License Management

Managing Your Portal Account

Getting a License Key for a New Purchase

Getting a License Key for a Version Upgrade

License Management Tools

Managing your Portal Account

To begin, navigate to https://licensing.symantec.com and select your preferred language and login.

*Please Note: SymAccount is Symantec's User Account Management application for Business customers. With a SymAccount, you can use your login credentials and profile on multiple Symantec applications including MySymantec, MySupport, Symantec Licensing Portal, PartnerNet and Symantec Technology Network (STN).

If you already have an existing account on one of these applications, please use your existing login credentials.

Introduction to the Licensing Portal

Introduction to License Management

Getting a License Key for a New Purchase

Managing Your Portal Account

Getting a License Key for a Version Upgrade

License Management Tools

Managing your Portal Account continued

To create a new account, click the **CREATE AN ACCOUNT** button
(located in the "Login To Your Account" section of the Licensing Portal landing page)

The following page appears, allowing you to enter your secured business account information.

Please be sure to enter data in all the *Required Fields.

Click the **SUBMIT** button to proceed to the next step of the account creation activity.

Introduction to
the Licensing Portal

Introduction to
License Management

Getting a License Key
for a New Purchase

Managing Your
Portal Account

Getting a License Key
for a Version Upgrade

License Management
Tools

Managing your Portal Account continued

The following "Symantec User Agreement" appears allowing you to review the stated terms and conditions.

Select [I Accept] [I Do Not Accept] to proceed.

Please be sure to scroll to the bottom of the "Symantec User Agreement" to make your accept or deny selection.
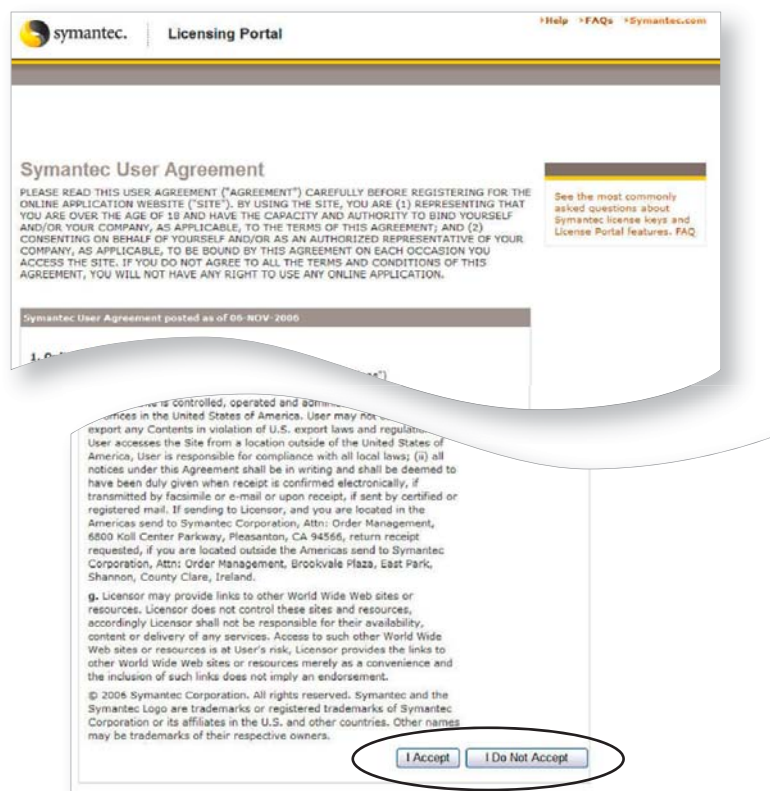
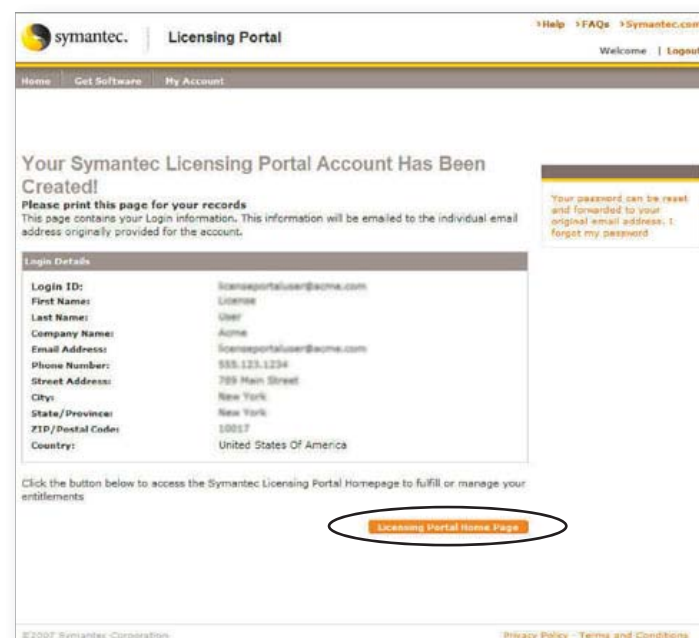After accepting the "Symantec User Agreement", your account has been created and a confirmation email is sent to the new user.

Select the [Licensing Portal Home Page] button to proceed to the Licensing Portal Home page.

Introduction to the Licensing Portal

Introduction to License Management

Getting a License Key for a New Purchase

Managing Your Portal Account

Getting a License Key for a Version Upgrade

License Management Tools

Managing your Portal Account continued

As a License Portal user, you can view and update specific account information, as well as create additional data fields, used in conjunction with your License Key Details page, to help display unique user defined information about your licenses.

"**My Account—Edit My Account**" used to maintain secured user contact information.

"My Account—User Defined Fields" provides the ability to create additional data fields, used in conjunction with your License Key Details page, to help display unique user defined information about your licenses.

Introduction to
the Licensing Portal

Introduction to
License Management

Managing Your
Portal Account

Getting a License Key
for a New Purchase

Getting a License Key
for a Version Upgrade

License Management
Tools

Managing your Portal Account continued

"My Account—Customer Number" provides the ability to associate multiple business customer numbers to your License Portal account, as well as display Customer Numbers being shared to your account.

Introduction to
the Licensing Portal

Introduction to
License Management

Getting a License Key
for a New Purchase

Managing Your
Portal Account

Getting a License Key
for a Version Upgrade

License Management
Tools

Introduction to License Management

This document provides step-by-step instructions for getting license keys and using license management functions in the Symantec Licensing Portal.

- If you need a new license key, please refer to the **Getting a license key for a new purchase** section.
- If you want to upgrade a license key, please refer to the **Getting a license key for a version upgrade** section.
- If you want to manage existing keys, please refer to the **License Management tools** section

Introduction to
the Licensing Portal

Introduction to
License Management

Managing Your
Portal Account

Getting a License Key
for a New Purchase

Getting a License Key
for a Version Upgrade

License Management
Tools

Getting a license key for a new purchase

To get a license key for the new purchase of a product license, maintenance, or maintenance renewal, use the following instructions. The information that is required to complete the registration varies, based on the license that is registered. You can also use this process to "rehost" or reregister a serial number.

When you type serial numbers, please note the following conditions:

- Serial numbers are case-sensitive.
- Some serial numbers must be registered individually.

To get a license key for a new purchase

1. On the Symantec Licensing Portal home page, click **New Purchase**.

Introduction to
the Licensing Portal

Introduction to
License Management

Managing Your
Portal Account

Getting a License Key
for a New Purchase

Getting a License Key
for a Version Upgrade

License Management
Tools
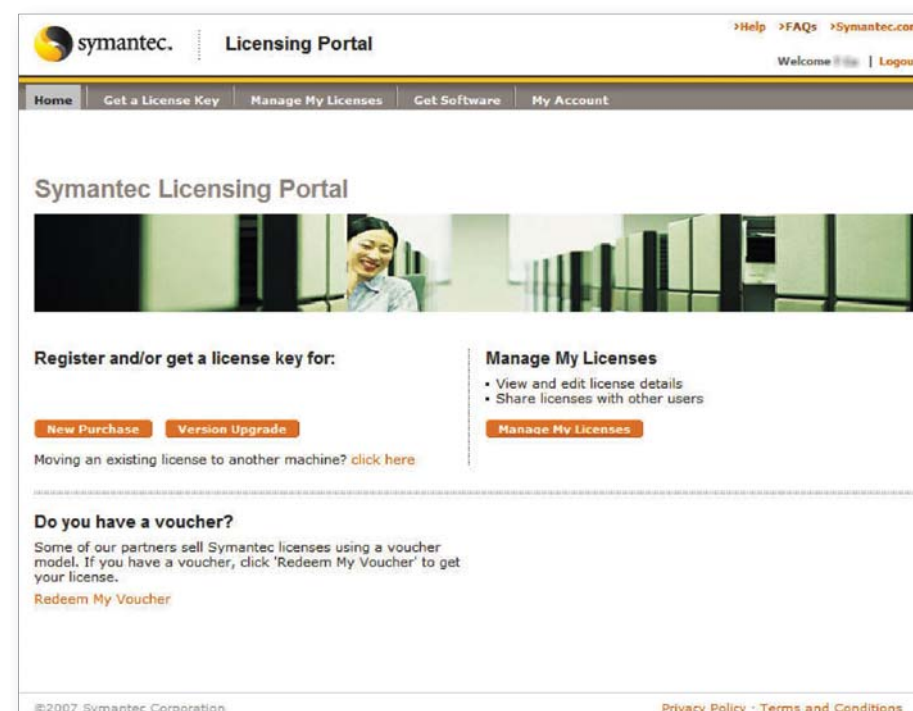
Getting a license key for a new purchase continued

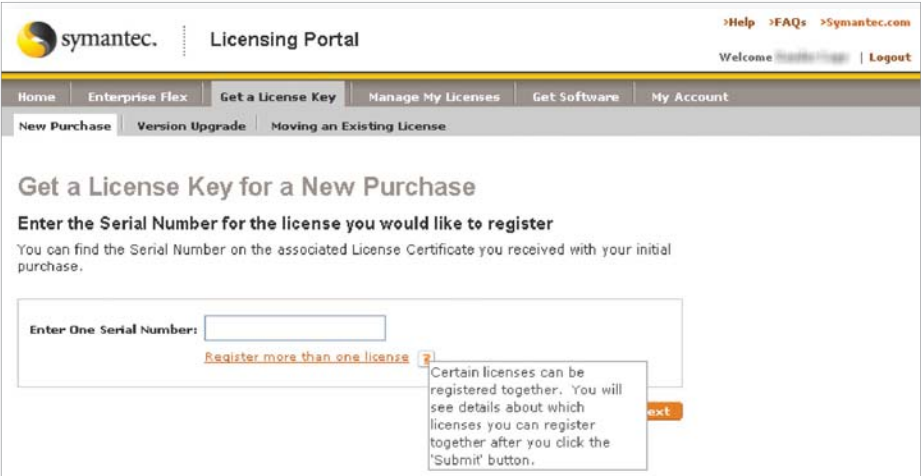**2.** On the Serial Number entry page, type a valid serial number, and then click **Submit**.

3. The serial number appears in a list at the bottom of the page.


Introduction to the Licensing Portal

Introduction to License Management

Managing Your Portal Account

Getting a License Key for a New Purchase

Getting a License Key for a Version Upgrade

License Management Tools

Getting a license key for a new purchase continued

4. (Optional) To submit an additional serial number, type the serial number, and then click **Add**. The serial number is added to the list at the bottom of the page.

5. When you have no more serial numbers to add, click **Next**.

6. On the License Registration Verification page, verify that all of the information is correct. To make changes or add information to a section, click **Edit**.

Getting a license key for a new purchase continued

7. If you have no more information to add, click **Complete Registration**. Your serial numbers and license keys appear on the License Key Confirmation page.

8. If your product requires a Symantec License file (.slf file), click the license key file name to download the file.

9. (Optional) To download the software, click **Get Software**.

Introduction to
the Licensing Portal

Introduction to
License Management

Managing Your
Portal Account

Getting a License Key
for a New Purchase

Getting a License Key
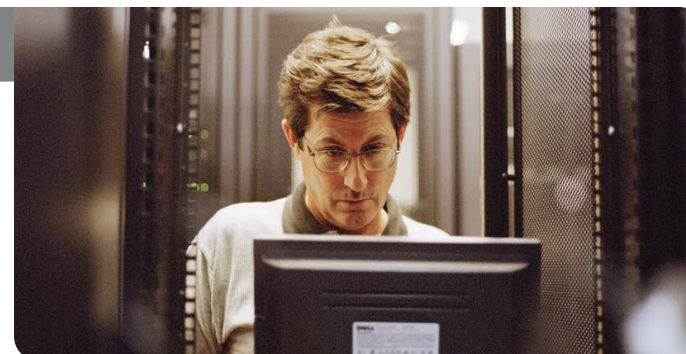for a Version Upgrade

License Management
Tools
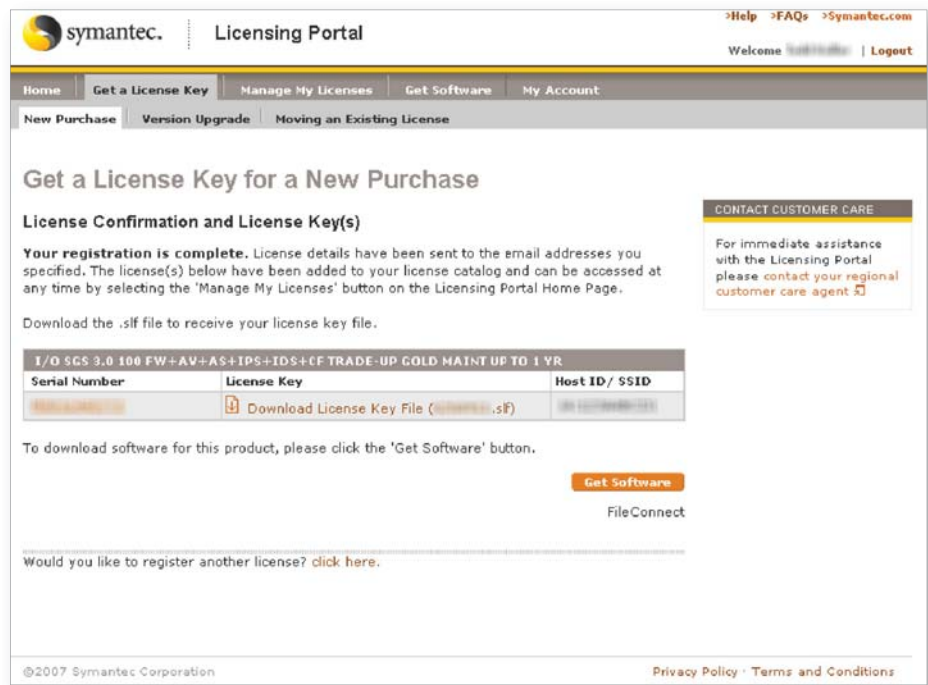
Getting a license key for a version upgrade

Version upgrades require an Upgrade Notification ID. The Upgrade Notification ID is located in the upgrade notification, which is sent by email. The information that is required to complete an upgrade varies, based on product.
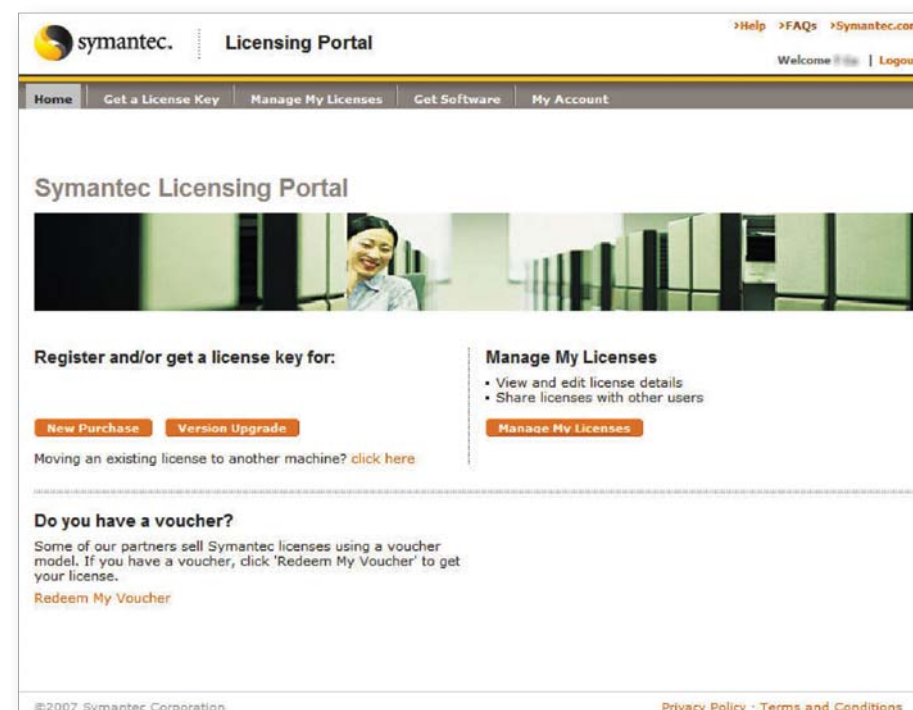
When you upgrade a product license, please note the following conditions:

- You can upgrade those licenses that the current portal user owns or shares.
- You can upgrade licenses that do not have a portal owner (unowned licenses). When you upgrade unowned licenses, you become the portal owner.

To get a license key for a version upgrade

1. On the Symantec Licensing Portal home page, click **Version Upgrade**.

Introduction to the Licensing Portal

Introduction to License Management

Managing Your Portal Account

Getting a License Key for a New Purchase

Getting a License Key for a Version Upgrade

License Management Tools

Getting a license key for a version upgrade continued

2. On the Version Upgrade page, type the Upgrade Notification ID, and then click **View Upgrades**. The Upgrade Notification ID is located in the Upgrade Notification, which is sent by email. If you do not have an Upgrade Notification ID, click Help at bottom of the page to view available upgrade notifications for your account.

3. On the Upgrade Product Selection page, next to the product description, click **Upgrade** to continue with the upgrade process. If all upgrades are complete, you can still view a list of the upgraded licenses and owners.

Getting a license key for a version upgrade continued

4. On the Upgrade License Selection page, in the Select column, check the individual licenses to upgrade, and then click **Upgrade**.

5. On the License Information Verification page, provide all required information. Some information may automatically appear, based on existing license registration information.

6. When all information is accurate, click **Complete Registration**.

Introduction to
the Licensing Portal

Managing Your
Portal Account

Getting a License Key
for a Version Upgrade

Introduction to
License Management

Getting a License Key
for a New Purchase

License Management
Tools

Getting a license key for a version upgrade continued

7. Your new version serial numbers and license keys appear on the License Key Confirmation page.
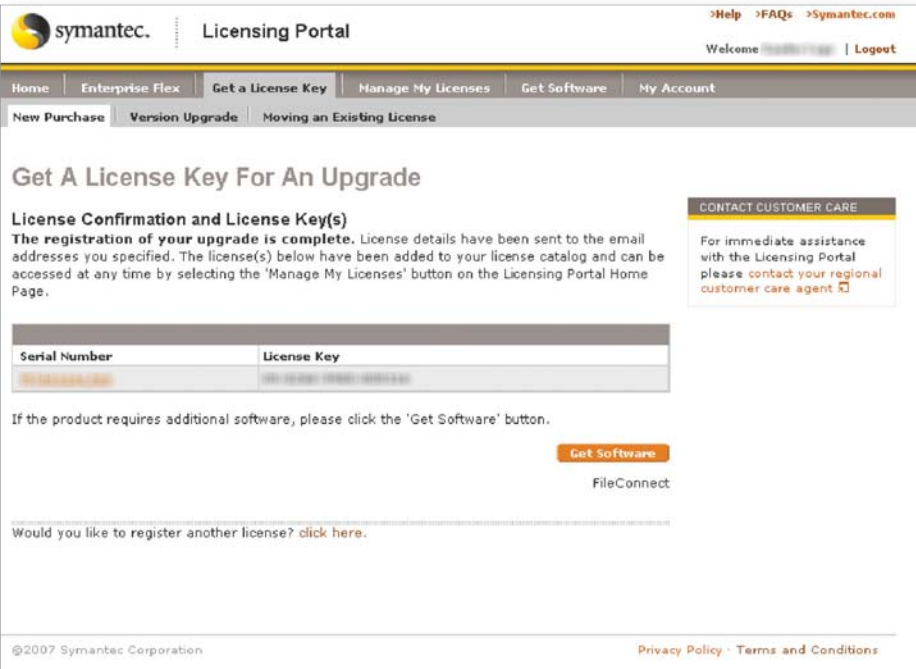
8. If your product requires a Symantec License file (.slf file), click the license key file name to download the file.

9. (Optional) To download the new version software, click **Get software**.

Introduction to
the Licensing Portal

Introduction to
License Management

Managing Your
Portal Account

Getting a License Key
for a New Purchase

Getting a License Key
for a Version Upgrade

License Management
Tools

License Management tools

You can manage your entitlements and license keys by using the links in the License Key Options area on the License Key Details page.

The following screen shot shows the License Key Options area and some of the possible links.

Moving a license to a new address

You can move a license from one install-at address to another address.

To move a license to a new address

1. Under License Key Options, click **Move License To a New Address**.

Introduction to
the Licensing Portal

Introduction to
License Management

Managing Your
Portal Account

Getting a License Key
for a New Purchase

Getting a License Key
for a Version Upgrade

License Management
Tools

Introduction to the Licensing Portal

Introduction to License Management

Managing Your Portal Account

Getting a License Key for a New Purchase

Getting a License Key for a Version Upgrade

License Management Tools

License Management tools continued

To search for an existing address

1. Under Search Addresses, select or type the appropriate search criteria.

2. Click **Show Addresses**.

3. Click the **Select** link for the address to which you want to move the license.

To create a new install-at address to which to move your license

1. Click **Request new Address Creation**.

2. Type the address information in the required fields and in the optional fields, as appropriate.

3. Review the terms and conditions, and then select the agreement check box.

4. Click **Submit**.

License Management tools continued

To edit user-defined fields for a license

1. Under License Key Options, click **Edit User-Defined Fields For This License**.

2. Make the necessary changes.

3. Click **Save**.

    The following screen shot shows that the user-defined field Name is changed to Customer Name on the License Key Details page.

License Management tools continued

4. To add user-defined fields, click the **My Account** link. The following screen shot shows only the top part of the page.

5. On the My Account page, click **User-Defined-Fields**.
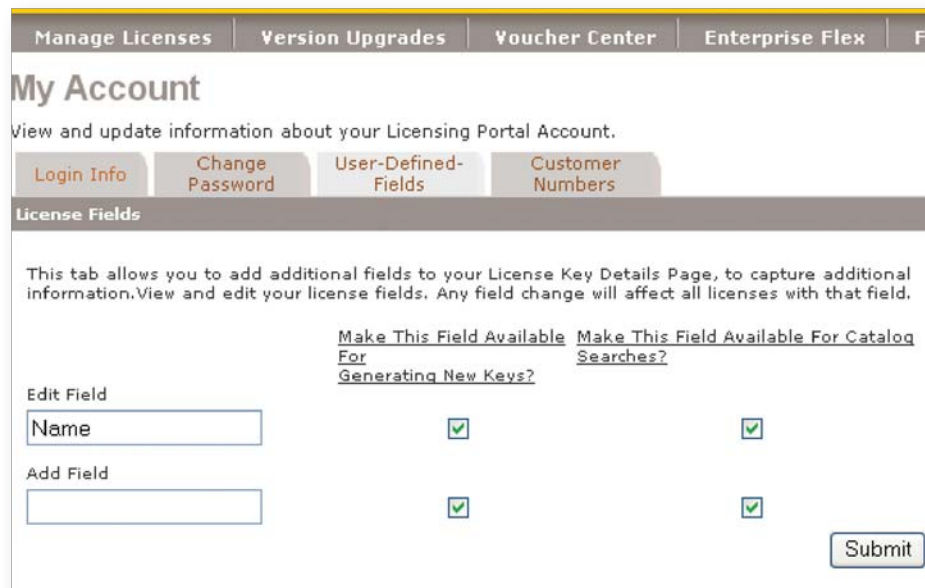
6. To add a field, in the Add Field box, type a new field name, and check the appropriate boxes.

7. Click **Submit**.

Introduction to the Licensing Portal

Introduction to License Management

Managing Your Portal Account

Getting a License Key for a New Purchase

Getting a License Key for a Version Upgrade

License Management Tools

License Management tools continued

Introduction to the Licensing Portal

Introduction to License Management

Managing Your Portal Account

Getting a License Key for a New Purchase

Getting a License Key for a Version Upgrade

License Management Tools

To add a comment about a license

1. Under License Key Options, click the **Add Comment** link.

2. Enter comments or notes about this license in the **Comments** textbox.

3. Click **Add Comment**.

Transferring license ownership

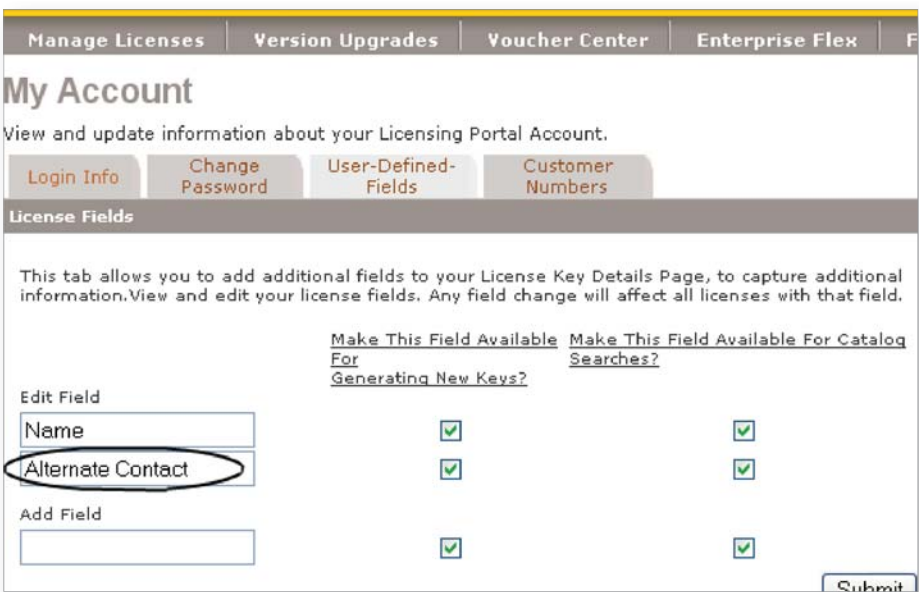You can make a request to transfer ownership of your license to another Licensing Portal account.

Note: This does not relate to the ownership on the actual order, but to ownership in the License Catalog.

To transfer license ownership

1. In the License Key Details page, click the License Ownership Assignment & Transfers link. You can also navigate to this page by clicking the Customer Service link on the License Management home page.

License Management tools continued

2. To transfer ownership of your license to another Licensing Portal account, click the **Request License Ownership Transfer** link.
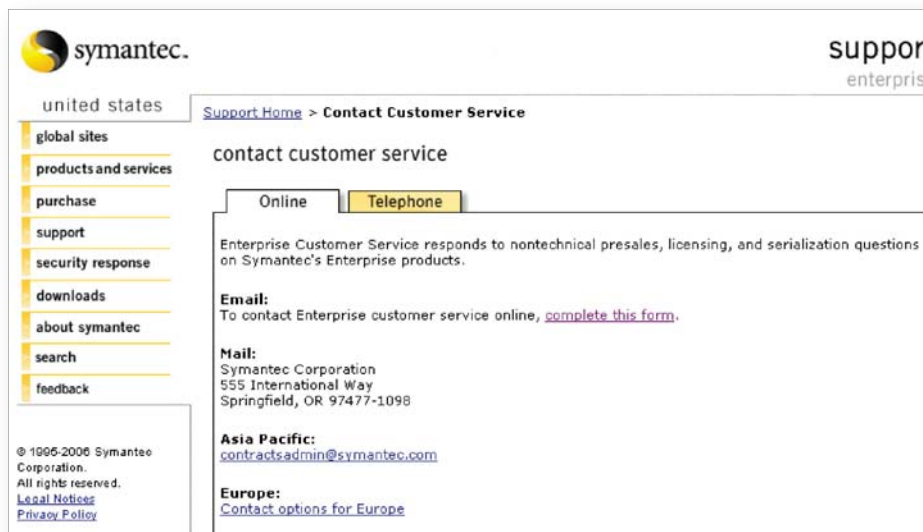
3. Under Email, click the **complete this form** link.

4. Enter information in the required fields and in the optional fields, as appropriate.

5. In the Type of Request drop-down list, click **Contract change request**.

6. Describe the issue in the Description of Issue text box, and include the following information:

   • Licensing Portal account user name to which the license will be assigned
   • Licensing Portal account user name from which licenses will be unassigned

7. Click **Submit**. An email message is sent to you when the request is verified and processed.

Introduction to the Licensing Portal

Introduction to License Management

Managing Your Portal Account

Getting a License Key for a New Purchase

Getting a License Key for a Version Upgrade

License Management Tools

License Management tools continued

Sharing a license key

The Sharing feature enables users to control who has access to their license keys. When you register an entitlement and receive a license key, you become the "owner" of that license key within the Symantec Licensing Portal (this has no relation to who purchased the entitlement).

When you become the owner of a license key within the Licensing Portal, you can share that key with other Licensing Portal users.

With Sharing you can do the following things:

- Share licenses with other Licensing Portal account users.
- View licenses that other users share with you.
- View and delete licenses that you share.
- Manage shared user-defined fields.

Note: Currently you cannot share a single license key. When you share a license key, you share all keys that have the same related customer number.

To share licenses

1. Under License Details Options, click **Share Licenses**.

Introduction to
the Licensing Portal

Introduction to
License Management

Managing Your
Portal Account

Getting a License Key
for a New Purchase

Getting a License Key
for a Version Upgrade

License Management
Tools

Introduction to
the Licensing Portal

Introduction to
License Management

Managing Your
Portal Account

Getting a License Key
for a New Purchase

Getting a License Key
for a Version Upgrade

License Management
Tools

License Management tools continued

2. To share your licenses, under Share Your License Keys With Other Licensing Portal Users, type the user name of the Licensing Portal account with which you want to share your licenses.

3. Click **Continue**.

4. Under Non-EFlex Licenses—Select Customer Numbers, select the customer numbers for the licenses that you want to share. You can share licenses in the Enterprise Flexible application.

5. In the Access Level drop-down list, set the access level for the user with whom you want to share your license. You can grant users view-only access or full access to all licensing functions, such as generating license keys or rehosting.

License Management tools continued

6. Click **Finish**.
An email message is sent to notify the person with whom you selected to share your license. The email message provides information about where to go to configure user-defined fields.
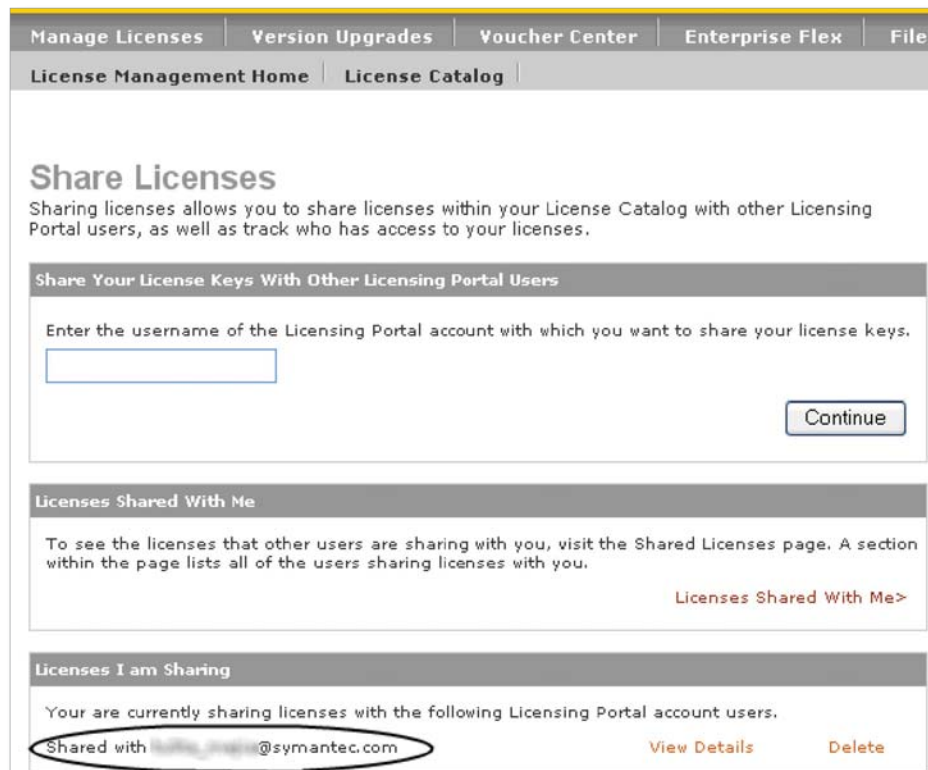
7. To view licenses that other Licensing Portal account users are sharing with you, click the **Licenses Shared With Me** link.

Introduction to
the Licensing Portal

Introduction to
License Management

Managing Your
Portal Account

Getting a License Key
for a New Purchase

Getting a License Key
for a Version Upgrade

License Management
Tools
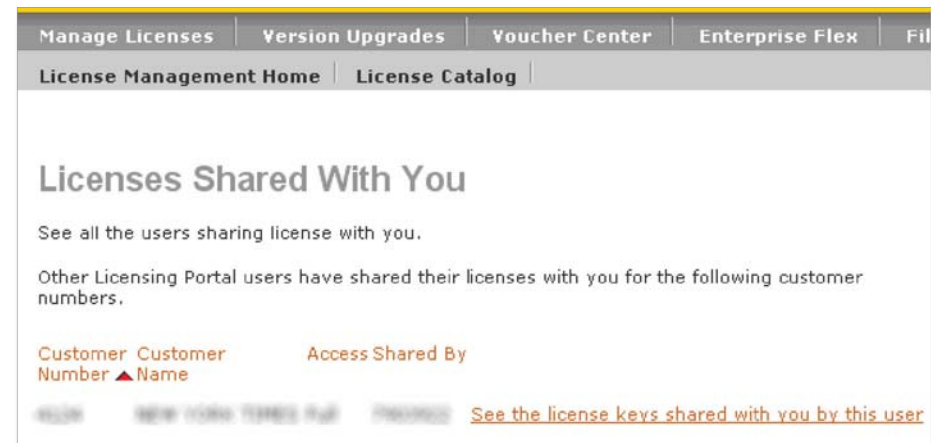
License Management tools continued

8. On the Licenses Shared With You page, to see the license keys that are shared with this user, click the **See the license keys shared with you by this user** link. The results appear on the Licenses Shared With You Results page.
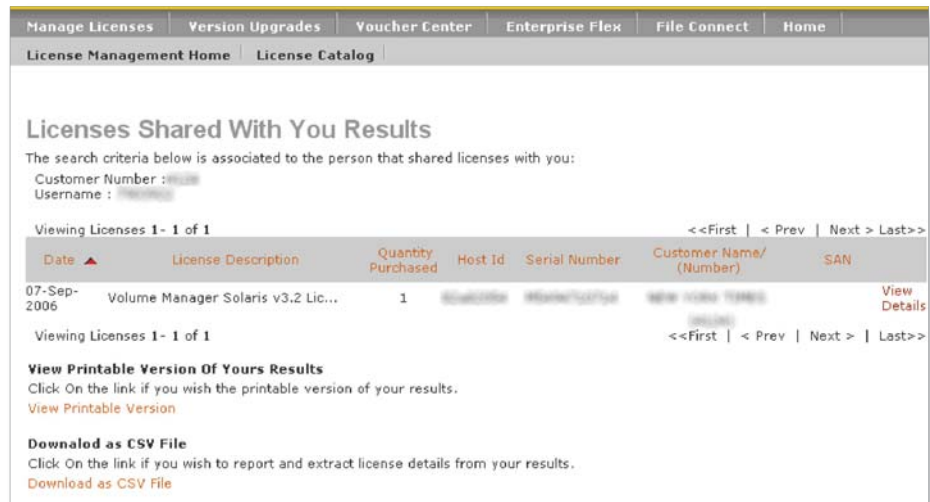

To remove shared licenses

1. On the Share Licenses page, click the **Delete** link for the shared license that you want to remove.

2. Click **Remove Sharing**.

Introduction to the Licensing Portal

Introduction to License Management

Managing Your Portal Account

Getting a License Key for a New Purchase

Getting a License Key for a Version Upgrade

License Management Tools

About Symantec

Symantec is a global leader in providing security, storage and systems management solutions to help businesses and consumers secure and manage their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at **www.symantec.com.**

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Introduction to
the Licensing Portal

Introduction to
License Management

Managing Your
Portal Account

Getting a License Key
for a New Purchase

Getting a License Key
for a Version Upgrade

License Management
Tools

Confidence in a connected world.   symantec™